NIH Help Desk Quarterly Summary Report
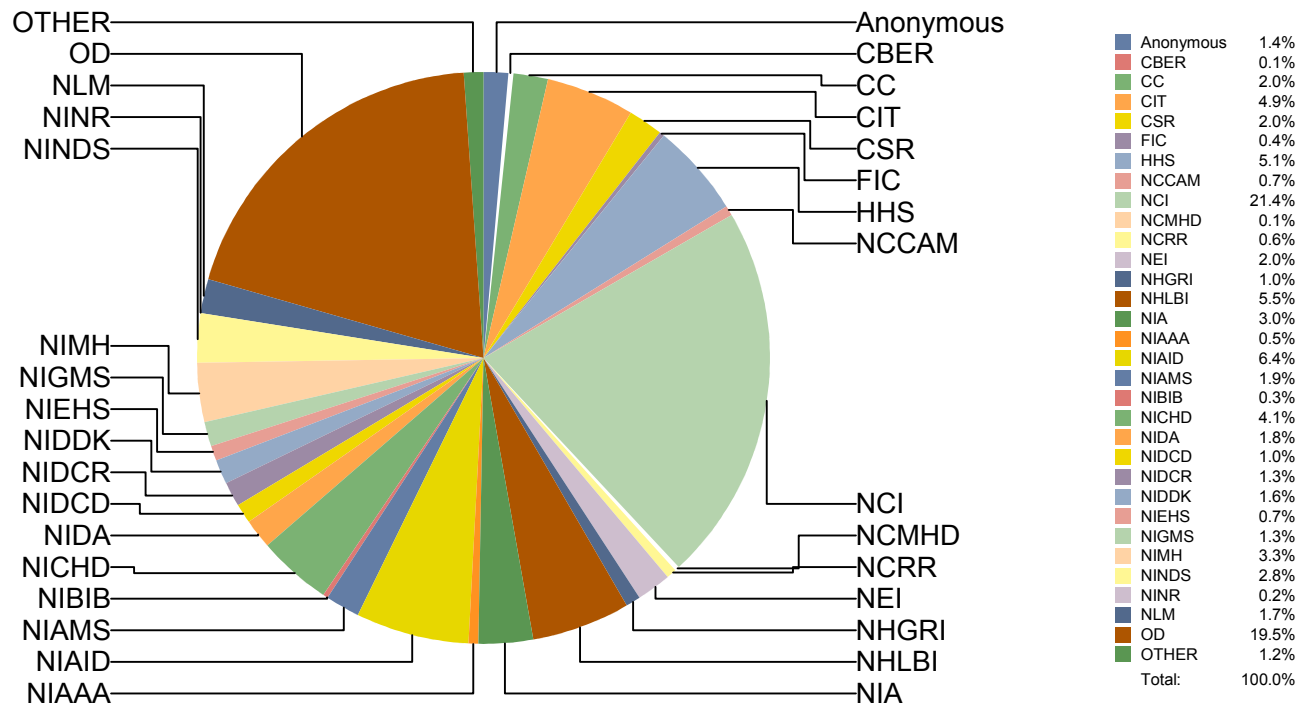### For the Period 10/01/2004 to 12/31/2004
Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.
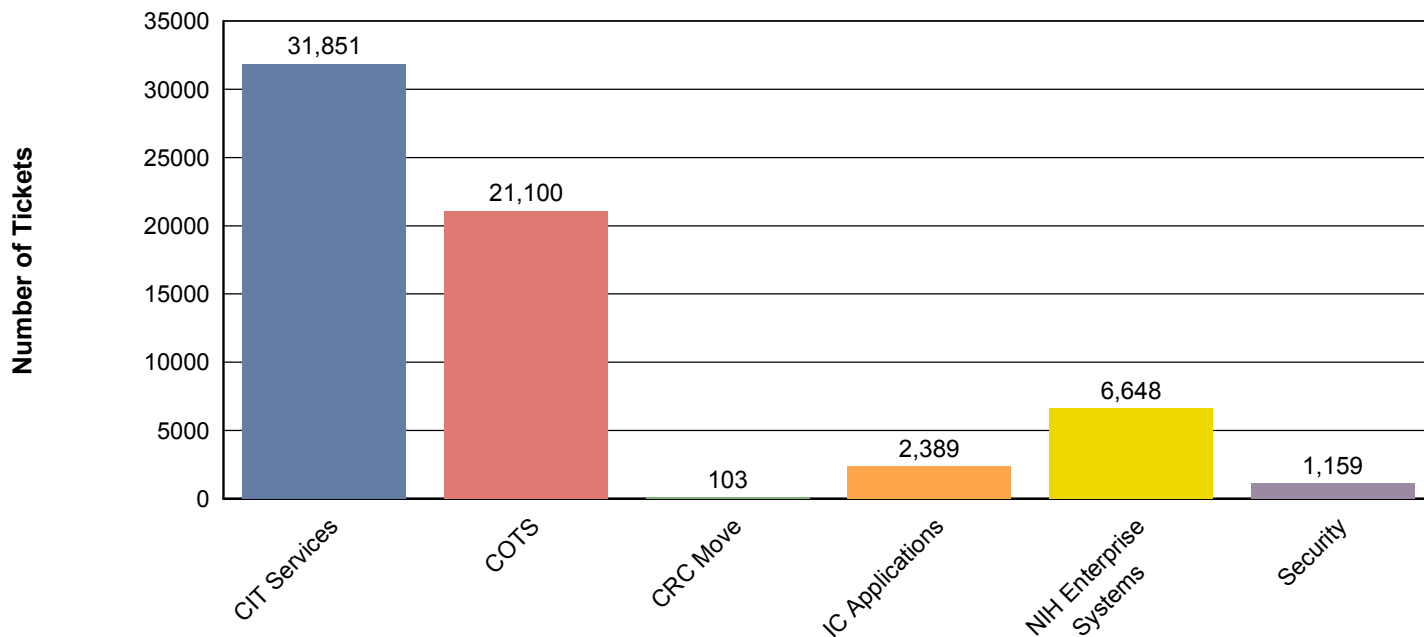
Snapshot Date: 2/8/2005

Total Tickets: 63,250

Tickets by IC

IC	%
Anonymous	1.4%
CBER	0.1%
CC	2.0%
CIT	4.9%
CSR	2.0%
FIC	0.4%
HHS	5.1%
NCCAM	0.7%
NCI	21.4%
NCMHD	0.1%
NCRR	0.6%
NEI	2.0%
NHGRI	1.0%
NHLBI	5.5%
NIA	3.0%
NIAAA	0.5%
NIAID	6.4%
NIAMS	1.9%
NIBIB	0.3%
NICHD	4.1%
NIDA	1.8%
NIDCD	1.0%
NIDCR	1.3%
NIDDK	1.6%
NIEHS	0.7%
NIGMS	1.3%
NIMH	3.3%
NINDS	2.8%
NINR	0.2%
NLM	1.7%
OD	19.5%
OTHER	1.2%
Total:	100.0%

Category Summary

Category	Number of Tickets
CIT Services	31,851
COTS	21,100
CRC Move	103
IC Applications	2,389
NIH Enterprise Systems	6,648
Security	1,159

Categories have been grouped to simplify the presentation of the data. See the last page for a breakdown of the category groups.
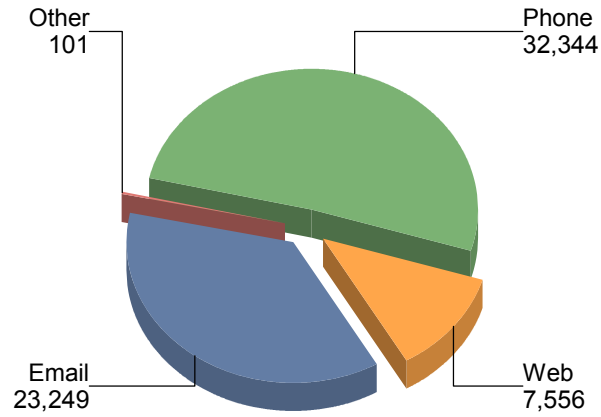
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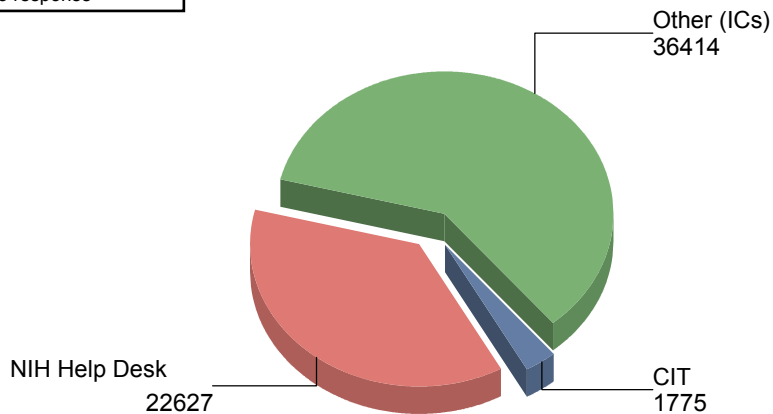
Snapshot Date: 2/8/2005

Total Tickets: 63,250

Ticket Sources

Email	36.8%
Other	0.2%
Phone	51.1%
Web	11.9%
Total:	100.0%

Other 101
Phone 32,344
Email 23,249
Web 7,556

Tickets Closed

Total Tickets Closed: 60,816
*NOTE - includes closed no response

CIT	1775	2.9%
NIH Help Desk	22627	37.2%
Other (ICs)	36414	59.9%
Total:	60816	100.0%

Other (ICs) 36414
NIH Help Desk 22627
CIT 1775

Total Tickets Unresolved: 1,076
NOTE: - Includes Pending

Tickets Unresolved

Tickets assigned to the NIH Help Desk, other CIT divisions, and Other (ICs). These tickets were **Opened** within the selected period and are still **Open** as of the Snapshot Date.
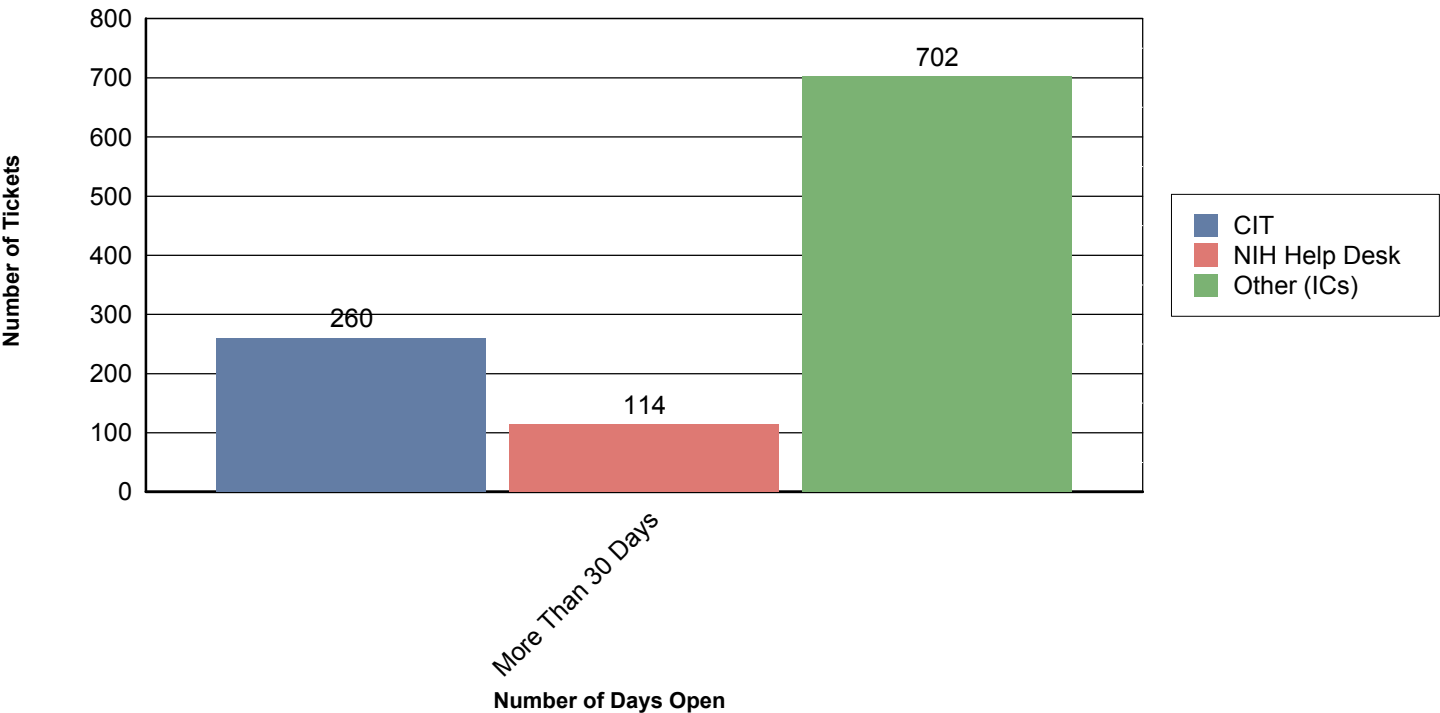
NIH Help Desk Quarterly Summary Report
For the Period 10/01/2004 to 12/31/2004
Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved. Snapshot Date: 2/8/2005

Detailed Breakdown Of Category Summary

CIT Services		31,851
Accounts	10,034	
Back Office Support	3,691	
CIT Categories	1,937	
CIT Categories Aspect	14	
CIT Categories Remedy	360	
Connectivity	1,625	
Email	6,905	
EOS	3	
General Information	2,623	
Helix Support	65	
NECS	58	
NIHnet	785	
OS/390	284	
Project Work	11	
Pubs/Software Distribution	33	
Telecommunications	1,172	
Training	310	
Unix Support	6	
Video	123	
Wireless Services	1,812	
COTS		**21,100**
Application Support	7,715	
Hardware	13,385	
CRC Move		**103**
CRC Move	103	
IC Applications		**2,389**
CC APPS	100	
CC APPS (DCRI)	173	
E-Grants	31	
Local LAN	1,154	
OIT Categories	524	
Web Site Issue (non-CIT)	407	
NIH Enterprise Systems		**6,648**
ADB	985	
EHRP Change Management	5	
EHRP Func App Suppt	32	
EHRP Interface	5	
EHRP Non-App Specific	8	
EHRP Reporting	15	
EHRP Security	240	
EHRP Technical	66	
EHRP User Error	14	
EHRP Workflow/Worklist	51	
eRA-COMMONS	116	
eRA-IMPAC II	499	
eRA-Software BA	51	
NBRSS-NBS	3	
NBS Break/Fix	8	
NBS Enhancement	6	
NBS Int. Des/Dev	13	
NBS-User Call	2,648	
NED	398	
NIH Data Warehouse	208	

NIH Enterprise Systems		**6,648**
NIH Services	1,239	
NVision	38	
Security		**1,159**
Anti Virus SW	180	
Security	979	

Grand Total: 63,250